

Unhappy with our service?  
Here's what we'll do

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# What is a complaint?

RPTS will investigate complaints about the personal conduct of members or staff. These are defined as:

- allegations of administrative mistakes by staff in processing a case;
- allegations of inappropriate remarks either by staff or by members in the course of a hearing or inspection;
- allegations of rude or offensive conduct by staff or members;
- allegations of discriminatory behaviour or remarks on the grounds of race, ethnic or national origin, age, religion, gender, marital status, disability, domestic responsibilities or sexual orientation;
- allegations of unacceptable delay in giving a judgement: a delay of over six months from the receipt of the application, where no explanation is offered to parties, will usually be a ground for complaint.

RPTS will not consider:

- complaints about decisions on cases or the way in which a committee or tribunal conducted proceedings; these should properly be the subject of a formal appeal to the high Court (for committee cases) or to the Lands Tribunal (for tribunal cases);
- complaints that relate to matters which have yet to be decided, either before committees or tribunals or are the subject of appeals to the superior courts or the Lands Tribunal;
- in most cases, complaints that are made more than one year after the events in question.
- repeated complaints from anyone who has previously made unfounded complaints and whose allegations are simply vexatious;
- complaints which are not supported by a specific evidence

### Bias and conflicts of interest

We have very clear procedures to ensure that members of committees and tribunals check details of cases at an early stage to see whether they know or may have had contact with a party, a witness or representative. If so, then they will disqualify themselves from dealing with a case or they will make the connection clear at the start of the hearing in case anyone wants to object to their involvement.

If you consider that there has been a conflict of interest or bias and you want a decision changed or overturned as a result, we cannot deal with this as a complaint. You will have to appeal to the courts or the Lands Tribunal.

## How to make a complaint

- If you want to complain about the members or a particular member of your committee or tribunal, you should write to the President of their Panel at the address given at the end of this leaflet. You will know which is the right Panel by looking at the letterhead on the correspondence you have received about your case.
- If you want to complain about the conduct of a member of Panel staff, you should write to the Regional Manager, again at the address at the end of this leaflet.
- If you want to complain about the conduct of a President or Vice-President personally, you should write to the Senior President who is part of the Corporate Unit at the address given at the end of this leaflet. She will select two or three members of the RPTS Management Board to decide the appeal.
- If you want to complain about the conduct of a Regional Manager you should write to the Chief Executive, who again is part of the Corporate Unit at the address given at the end of this leaflet.

- If you wish to complain about the conduct of the Senior President when acting in that capacity, you should write to the:

Head of Division  
Private Rented Sector and RPTS  
Department for Communities and Local Government  
Eland House  
Bressenden Place  
London SW1E 5DU

Your complaint should take the form of a letter or note setting out as precisely as you can your grounds for complaining.

You do not have to set out your complaint formally, but should include :

- the case reference number or numbers used in letters from the Panel;
- as a further check, the address of the property or properties that were the subject of your case.

### What will happen then?

Your complaint will be treated with urgency and respect. It will be acknowledged within two working days of receipt, and a full response (or advice that a delay is necessary in order to complete the investigation) will be given within 28 working days.

If a complaint about a member is very serious it will be referred to the Ministry of Justice or the Department for Communities & Local Government, who are responsible for their appointment. They may commission an independent investigation by a judge. In such cases, you will again be notified of the delay while the investigation takes place.

### What if I am not happy with the way my complaint is handled?

If you are not happy with the way a complaint about Panel members has been handled by a Panel President, you should write to the Senior President at the Corporate Unit, the address

of which is given at the end of this leaflet. She will ask two or three members of the RPTS Management Board to consider your case. Alternatively in case about a committee or tribunal chairmen, you may apply to the Judicial Appointments & Conduct Ombudsman for review of handling of your complaint.

If you are unhappy with the way a complaint about the Panel staff has been handled by the Regional Manager, you should write to the Chief Executive at the Corporate Unit's address given at the end of this leaflet.

As with your original complaint, there are no forms to complete or set format for your appeal. But it would be helpful to include your case reference number or numbers and the address of the property that was the subject of your case.

### What happens then?

Again as with your original complaint, you should receive an acknowledgement within two working days of receipt, and a full response (or advice that a delay is necessary in order to complete the investigation) within 28 working days.

### You and the Ombudsman

There is an alternative means of complaint about allegations of maladministration. This is your right to approach the Parliamentary Commissioner for Administration (the Ombudsman) via your Member of Parliament. Once again, there is no prescribed format, but it would be helpful to include your case reference number as well as details of your complaint.



**Residential Property  
Tribunal Service**

10 Alfred Place  
London  
WC1E 7LR

Telephone: 020 7446 7700

Facsimile: 020 7580 5684

**National Helpline**

0845 600 3178

Website

[www.rpts.gov.uk](http://www.rpts.gov.uk)

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# Panels and their addresses

## Northern Rent Assessment Panel

President: Martin Davey

Regional Manager: Beatrice Whipp

1st Floor, 5 New York Street

Manchester M1 4JB

Tel: 0845 100 2614

0161 237 9491

Fax: 0161 237 3656

## Midland Rent Assessment Panel

President: Simon Duffy

Regional Manager: Maureen McCabe

2nd Floor, Louisa House

92-93 Edward Street

Birmingham B1 2RA

Tel: 0845 100 2615

0121 236 7837

Fax: 0121 236 9337

## Eastern Rent Assessment Panel

President: Bruce Edgington

Regional Manager: Mark Allbut

Great Eastern House

Tenison Road

Cambridge CB1 2TR

Tel: 0845 100 2616

0122 350 5112

Fax: 0122 350 5116

### London Rent Assessment Panel

President: Siobhan McGrath

Regional Manager: Donald Brown

2nd Floor, 10 Alfred Place

London WC1E 7LR

Tel: 020 7446 7700

Fax: 020 7637 1250

### Southern Rent Assessment Panel

President: Robert Long

Regional Manager: Jim May

1st Floor, 1 Market Avenue

Chichester PO19 1JU

Tel: 0845 100 2617

0124 377 9394

Fax: 0124 377 9389

### Corporate Unit

Senior President: Siobhan McGrath

Chief Executive: Michael Ross

3rd Floor, 10 Alfred Place

London WC1E 7LR

Tel: 020 7446 7750

Fax: 020 7580 5684